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PROMOTIONAL EXAMINATION STAFF SERVICES MANAGER I

The Department of Mental Health is an Equal Employment Opportunity employer committed to ensuring the rights of every applicant and employee to work in an environment free from unlawful discrimination and harassment and without regard to race, color, sex/pregnancy, gender, age (40 and above), religion, marital status, national origin, ancestry, disability (mental and physical, including HIV/AIDS), medical condition (i.e., cancer or genetic characteristics), political affiliation or opinion, or sexual orientation.

It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

EXAMINATION TYPE

This is a departmental promotional examination for the Department of Mental Health. Examination and/or Employment Applications will not be accepted on an open basis. Career credits do not apply.

HOW TO APPLY

Please submit an Examination and/or Employment Application form (STD. 678) to the address indicated below. **DO NOT SUBMIT EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO THE STATE PERSONNEL BOARD.**

NOTE: All Examination and/or Employment Application forms must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Examination and/or Employment Application forms received without this information will be rejected. Resumes will not be accepted in lieu of a completed Examination and/or Employment Application form.

WHERE TO APPLY

MAIL OR HAND DELIVER EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO:

**DEPARTMENT OF MENTAL HEALTH
PERSONNEL. SELECTION SERVICES UNIT
ATTN: SHUET TANG
1600 9TH STREET, ROOM 121
SACRAMENTO, CA 95814
(916) 654-2351**

EXAMINATION ELIGIBILITY INFORMATION

Eligibility to participate in this examination is limited. Applicants:

1. Must have a permanent civil service appointment with the Department of Mental Health as of the final filing date, in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code § 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code § 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.; or
5. Must meet the provisions of State Personnel Board Rule 234 and/or 235.

For applicants under Items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, **the applicant must select** one department in which to compete.

FINAL FILING DATE

April 1, 2009. Examination and/or Employment Application forms must be **POSTMARKED** no later than the final filing date. Examination and/or Employment Application forms postmarked, personally delivered or received via interagency mail after the final filing date will not be accepted.

WRITTEN TEST DATE

May 2, 2009. The written test will be held on this date only. Locations will be determined as conditions warrant.

SALARY RANGE

\$5576 - \$6127 per month.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application form. The Selection Services Unit will contact you to

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

STAFF SERVICES MANAGER I

JY15/4800/9MH05

FINAL FILING DATE: APRIL 1, 2009

WRITTEN TEST DATE: MAY 2, 2009

	make special testing arrangements.
IDENTIFICATION REQUIRED	Note: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.
TESTING PERIODS	The testing period for this classification is 12 months. You may not test for this classification more than once in a testing period. If you have taken an examination for this classification within the last 12 months, you are not eligible to compete in this examination.
APPLICATION EVALUATION INFORMATION	<p>Applications will be evaluated on the minimum qualifications using the following criteria.</p> <p>A. Analytical Staff Duties: Involves substantial responsibility for problem definition, the development of a unique project plan, identification of alternative solutions, implementation of the desired course of action and monitoring results; involves independent or lead responsibility for one or more of the following functions:</p> <ol style="list-style-type: none"> 1. Developing program policy on a statewide basis. (Developing means conducting or coordinating a project to provide a recommendation for management review.) 2. Providing total (fiscal, organization, staffing, conformance with policy, etc.) program evaluation or audits for a geographical area of the State, a particular program area statewide, grant projects or contracts. 3. Developing new program models, systems or evaluation tools on a statewide basis, or as pilot projects with intent to use on a statewide basis. 4. Developing legislation or legislative bill analysis, including the maintaining of contact with legislative staff. 5. Developing program analysis methods, management information systems, and planning systems. 6. Providing total program evaluation in a major staff services function or a small State department or an organizational or geographical segment of a large State department. <p>B. Planning: Includes development of goals and objectives, as well as the steps necessary to develop, analyze, implement, assess, and monitor a program, project, or organizational unit. Includes the ability to identify current and future program needs, including but not limited to budget, staffing, legislative changes, etc., necessary to ensure success and a quality product.</p> <p>C. Program Evaluation: Involves measuring the level of success of an activity to determine conformance with laws, regulation, and/or policy over and above strictly technical experience. While technical experience can and may be a factor, for purposes of qualifying experience for this examination, "program evaluation" must extend beyond technical, scientific, or medical aspects of a program and must include measuring progress and/or success in areas such as: fiscal/financial; personnel/staffing; legislative/regulatory; and other related administrative factors.</p>
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement</p>
MINIMUM QUALIFICATIONS	<p style="text-align: center;">Either I</p> <p>One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.</p> <p>(Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)</p> <p style="text-align: center;">Or II</p> <p>Experience: Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journey person technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) and</p> <p>Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)</p>
DEFINITION OF TERMS	"Equivalent to graduation from college".... means the applicant must have satisfaction of the requirements for a bachelor's degree from an accredited college or university. Completion of the number of units typical of four full years of college (120 or more semester units or 180 or more quarter units). This means the applicant must show receipt of a bachelor's degree.

POSITION DESCRIPTION

The Staff Services Manager I level is typically the first working supervisor level. Employees at this level supervise a small group of analysts performing journey person level work and personally perform the most difficult or sensitive work. In the smaller departments or where the particular Staff Services function is not fully developed, a Staff Services Manager I may direct a function such as management analysis, budgeting, or personnel. In a medium to large department, or in a central agency function, positions at this level may supervise a portion of a function when it is so large as to require subordinate supervisors in terms of number of technical staff. On rare occasions, positions at this level may function as project leaders, coordinating the work of others through task force type organizations. This leadership role must be accompanied by a role as a highly skilled, independent consultant with the ability to act authoritatively in a functional specialty.

POSITION LOCATION(S)

Positions exist statewide with the Department of Mental Health.

EXAMINATION INFORMATION

This examination will consist of a Low Fidelity Simulation Test, weighted 100%. The written test consists of hypothetical work situations designed to measure a competitor's ability to effectively handle a variety of situations that they may be confronted with as a supervisor. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. ***Competitors who do not appear for the written test will be disqualified.***

EXAMINATION SCOPE**WRITTEN TEST – WEIGHTED 100%****KNOWLEDGE OF:**

1. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of subordinate employees.
2. Equal employment opportunity principles, regulations, and objectives to promote the department's equal employment opportunity policies and goals in making hiring and employment decisions.
3. Current management and leadership theories, techniques, and applications to ensure that strategies employed in the supervision and oversight of the work unit are effective and appropriate.
4. Personnel procedures to plan and ensure that personnel actions are in compliance with departmental procedures and policies as well as State laws and regulations as enforced by the Department of Personnel Administration and the State Personnel Board.
5. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group or division.
6. Training methods and techniques to determine staff training needs and determine appropriate training opportunities to meet identified needs.
7. Data analysis methods and techniques to draw appropriate conclusions, make decisions, and make recommendations on the basis of research data and analysis when completing work assignments and projects.
8. The provisions of collective bargaining agreements to interpret and apply provisions related to the supervision of represented employees.

SKILL TO:

1. Use tact and diplomacy when dealing with the needs, problems, and/or concerns of departmental employees, the public, and other State agencies.
2. Recognize the need to shift priorities, staff, and resources to maximum the operations of the work unit.
3. Plan, organize, supervise, direct, and oversee the work activities of subordinate employees.
4. Communicate orally with employees, the public, and other State agencies.
5. Analyze situations accurately and thoroughly in order to determine and implement effective, appropriate courses of action.
6. Develop solutions to problems and issues relating to work unit programs, procedures, business processes, and/or policies.
7. Manage projects ensuring that end products or services are delivered on scheduled and within the established budget.
8. Adapt leadership and management styles and actions to a variety of situations.
9. Plan for the efficient use of personnel and resources to complete assigned projects or on-going work.
10. Coach and mentor subordinate employees to improve performance, productivity, and expertise.
11. Plan for the implementation of new and/or revised programs or projects.
12. Build consensus and agreement through the give-and-take of negotiations and compromise to resolve a variety of issues.
13. Make formal oral presentations to groups of employees, the public, and management.

ABILITY TO:

1. Maintain high ethical standards in completing all assignments and projects.
2. Lead by positive example in managing the employees of the work unit or division.
3. Work on multiple projects and assignments simultaneously.
4. Work under the pressure of tight timelines when completing projects or assignments.
5. Be flexible in adapting to changes in priorities, work assignments, and other interruptions, which may impact pre-established course of action for completing, or progressing with projects and assignments.
6. Take action and/or make commitments in a variety of situation under a variety of circumstances, even in uncertain situations or under uncertain circumstances, to accomplish department, division, or work unit goals.

**ELIGIBLE LIST
INFORMATION**

7. Effectively contribute to the department's equal employment opportunity objectives.

A departmental promotional eligible list will be established for the Department of Mental Health. The list will be in effect for a minimum of 12 months. The list will be abolished after 48 months or at the completion of a subsequent examination, whichever occurs first.

VETERANS PREFERENCE

Veterans preference credit is not granted in promotional examinations.

GENERAL INFORMATION

It is the competitor's responsibility to contact the Department of Mental Health if he/she has not received their Notice of Written Test at least three (3) days prior to the date on this announcement.

If a competitor's notice of written test fails to reach her/him at least one (1) day prior to the date on this announcement due to a verified postal error, he/she will be rescheduled upon written request.

It is the competitor's responsibility to bring a copy of their Notice of Written Test to the test site. Duplicate Notices of Written Test will not be provided for this examination.

Examination and/or Employment Application (STD. 678) forms are available at the State Personnel Board, local offices of the Employment Development Department, the Department of Mental Health, and accessible on the internet at www.spb.ca.gov.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Mental Health reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of competitors and conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

DEPARTMENT OF MENTAL HEALTH

1600 9th Street, Room 121
Sacramento, CA 95814

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

From TDD Phones: 1-800-735-2929

From Voice Phones: 1-800-735-2922

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**STAFF SERVICES MANAGER I****JY15/4800/9MH05****FINAL FILING DATE: APRIL 1, 2009****WRITTEN TEST DATE: MAY 2, 2009**